

Adobe Acrobat Preview Document Discussion

TOPIC: *When I click on Preview Document, the Adobe pdf file that appears is blank. What can I do to fix this problem?*

Possible Resolution 1a:

Step 1: Uninstall Adobe Acrobat through Start > Settings > Control Panel > Add/Remove Programs

Step 2: Navigate to C:\Program Files\Adobe > right click on the folder > select Delete > select Yes > select Yes again (Note: Add/Remove Programs does not always uninstall the ActiveX components)

Step 3: Reinstall Adobe Acrobat

Possible Resolution 1b:

Following Step 2 (above), uninstall IE through Start > Settings > Control Panel > Add/Remove Programs (Note: If you are running IE 6 with SP1 this will not completely uninstall IE but will back out enough to let you reinstall IE 5.5 w/ 128-bit encryption.) Run the Windows updates and reapply the critical ones.

Possible Resolution for non-Windows XP 64-bit users:

(see below to determine OS version):

Open **Adobe Reader 6.0** > select **Edit** > select **Preferences** > highlight **Internet** uncheck the **"Display PDF in browser"** checkbox > click **OK** > select **File** > select **Exit**. Also, under digital signatures, uncheck the "verify signatures when the doc. is opened" box.

Request a local IT support representative to install the 32-bit version of Internet Explorer (see [<http://support.microsoft.com/default.aspx?scid=kb;en-us;294517>>](http://support.microsoft.com/default.aspx?scid=kb;en-us;294517)). Remind the local IT support individual to run the Windows update immediately following the reinstall of IE and install all necessary patches in compliance with CIT's policies.

NOTE: To determine OS version:

Navigate to **Start** button > select **Run** > type **cmd** > click **OK** > type **winver** > press **Enter**. If running Windows XP, determine 32 or 64-bit OS version: right click on the **My Computer** icon on the desktop > under the **Computer** section a processor listed as Intel Itanium processor is a 64-bit edition. Anything else listed for process is a 32-bit edition.